

CHAPTER: 700

Operational Security

DEPARTMENT ORDER:

DO 720 – Inmate Tablet Program

OFFICE OF PRIMARY  
RESPONSIBILITY:

OPS

Effective Date:

April 1, 2020

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September 4, 2021

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ACCESS

☐ **Contains Restricted Section(s)**

# Arizona Department of Corrections Rehabilitation and Reentry



## Department Order Manual

A handwritten signature in black ink, appearing to read "David Shinn", is written over a horizontal line.

David Shinn, Director

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## **EXPECTED PRACTICES** *[Revision – September 4, 2021]*

American Correctional Association (ACA) Expected Practices: 5-ACI-1F-04 and 5-ACI-1F-05

## **PURPOSE** *[Revision – September 4, 2021]*

This Department Order establishes guidance on the issuance and utilization of inmate tablets. This Department Order shall be reviewed annually, and updated as necessary by the Chief Information Officer, and communicated to all staff and inmates. {5-ACI-1F-05}

## **PROCEDURES** {5-ACI-1F-04}{5-ACI-1F-05} *[Revision – September 4, 2021]*

### **1.0 TABLET ISSUANCE**

- 1.1 Tablets are authorized for all Arizona Department of Corrections, Rehabilitation and Reentry (Department) inmates housed in the Department or contract facility, with the exception of those inmates who:
  - 1.1.1 Are under watch status.
  - 1.1.2 Are assigned to reception centers.
  - 1.1.3 Have demonstrated destructive behavior involving a tablet or kiosk within the past twelve months.
  - 1.1.4 Are not compliant with the Integrated Housing Program (IHP).
  - 1.1.5 Inmates assigned to Detention Units who are pending transfer to High Custody Management, Restrictive Housing, or Enhanced Security.
- 1.2 Tablets shall be provided by the contract vendor at no cost to the Department or the inmate.
  - 1.2.1 Inmate tablets shall be issued utilizing the Inmate Property Received, Form 909-5.
- 1.3 Inmates shall be permitted access to features and applications in accordance with their Earned Incentives Program (EIP), pursuant to Attachment A, Tablet Permissions.
  - 1.3.1 Inmates are prohibited from using a tablet assigned to another inmate.
- 1.4 The tablet, battery charger, and headphones shall be inventoried as inmate property when an inmate is transferred to another unit or institution.
  - 1.4.1 Staff completing the inventory shall verify the tablet is operational and note the condition on the Inmate Property Inventory, Form 909-4.
  - 1.4.2 Inmates who are transferred to watch status shall not be permitted to possess the tablet. The tablet shall be held with the inmates' personal property until they are released from watch status.
  - 1.4.3 Inmates enrolled in the Department's sponsored programs such as Ashland University may be issued supporting hardware such as a wireless keyboard or headphone accessory. All accessories shall be issued and traced by the Ashland Site Administrator in consultation with the Correctional Education Program Supervisor (CEPS).

- 1.5 Inmates who damage or tamper with a tablet or accessory shall be charged the cost of a replacement in accordance with Department Order #803, Inmate Disciplinary Procedures.
  - 1.5.1 Inmates shall not be issued a replacement tablet until the full amount of restitution has been paid.
- 1.6 Upon an inmate's release from Department custody, the tablet and accessories shall be returned to the contracted vendor.
  - 1.6.1 Upon release from custody, the inmate may request his/her purchased content from the tablet. The purchased content shall be sent to the inmate's address of record.
- 1.7 Wardens or Deputy Wardens may suspend an inmate or customer account at any time the actions of either party pose a threat to the safe and secure operation of an institution. This may include the physical confiscation of the inmate tablet.

## 2.0 TABLET APPLICATIONS

- 2.1 Some applications and/or features are not available at this time but will be deployed at a later date. Additional future modules such as inmate commissary ordering, grievance management, health needs request may be authorized for development and deployment.
  - 2.1.1 Pricing for applications shall occur as outlined in Attachment C, Pricing and Subscription.
    - 2.1.1.1 Subscription level pricing is limited to the JP6 and above tablet model.
  - 2.1.2 Upon availability, inmates may purchase media credits through the inmate commissary.
  - 2.1.3 Friends and family may purchase media credits through the vendor website at [www.jpay.com](http://www.jpay.com).
  - 2.1.4 A selection of applications may be provided free of charge for inmates.
- 2.2 The following applications shall be offered via delivery of the inmate tablet system:
  - 2.2.1 Email application – With the ability to send and receive photo attachments and video gram messages.
  - 2.2.2 Ecards – A digital version of a greeting card, utilized for the exchange between friends and family, and the inmate.
  - 2.2.3 Communications Module – Utilized to facilitate secure messaging between the inmate population and prison staff.
  - 2.2.4 Video Visitation
  - 2.2.5 Inmate banking inquiry
  - 2.2.6 Publication resources (e.g., magazines, books, movies, music, and games)
    - 2.2.6.1 All publications shall continue to be reviewed and processed as outlined within Department Order #914, Inmate Mail. Those determined unauthorized shall not appear for download and use.

- 2.2.7 Religious publications and materials
- 2.2.8 Learning Management Service (LMS) – The LMS system permits the agency to develop programs and educational content to the inmate population.
  - 2.2.8.1 All LMS services shall be administered and developed by the Inmate Programs and Reentry Division.
- 2.2.9 Khan Academy Light
- 2.2.10 Ashland University
- 2.2.11 LexisNexis or similar legal resources
  - 2.2.11.1 Only content currently defined by Department Order #902 Inmate Legal Access to the Courts shall be made available.
- 2.2.12 Job View – Application utilized to prepare inmates for obtaining employment once released.
- 2.2.13 FM Radio – Over the air broadcasts of FM radio signals delivered by the tablet's built-in FM receiver.
- 2.3 Inmates are subject to disciplinary sanctions which may limit access to kiosk or tablet applications in accordance with Department Order #803, Inmate Disciplinary Procedures.
  - 2.3.1 The visitation staff shall restrict access, through the facility portal, for any sanctions regarding loss of visitation.

**3.0 FACILITY BROADCAST MESSAGING** – Broadcasts messages may occur through the inmate tablet system as follows:

- 3.1 Complex wide notifications require approval of the Warden.
- 3.2 Unit notifications require the approval of the Deputy Warden.

**4.0 INMATE MESSAGE PROCESSING**

- 4.1 All communications via the tablets are not confidential and are subject to monitoring and recording. Therefore, inmates shall not use the tablets for communications with their attorney or attorney representative, but shall follow the procedures for confidential communications with an attorney or attorney representative set forth in Department Order #902, Inmate Legal Access to the Courts.
- 4.2 Inmates may receive messages from any active customer of the contracted vendor.
  - 4.2.1 Minors under the age of 18 shall send and receive messages from approved visitors only.
- 4.3 Inmates may send photos and/or video gram through the tablet system kiosk only.
- 4.4 Wardens shall ensure sufficient mail room staff are assigned to review incoming and outgoing messages through the facility portal of the inmate tablet system.

- 4.4.1 Incoming and outgoing email that has been held for security reasons shall be reviewed, within three business days, by mailroom staff prior to releasing the email to the inmate.
- 4.4.2 All incoming or outgoing email attachments (i.e., photos and video gram) shall be reviewed by mail room staff prior to release. Those determined to be inappropriate shall be withheld from delivery when it meets one or more of the criteria outlined in Department Order #914, Inmate Mail.
  - 4.4.2.1 Email that was deemed inappropriate shall be printed and forwarded to the Criminal Investigation Unit for review. The Criminal Investigation Unit shall release the email for delivery within 72 business hours unless it is determined that an investigation is required, in which case the email shall remain as a held item.
  - 4.4.2.2 For incoming emails that have been held, an automatic system message will be sent to the sender and the intended inmate recipient.
- 4.4.3 Staff shall read up to 10% of outgoing email in combination with the outgoing U.S. mail as outlined in Department Order #914, Inmate mail.
- 4.4.4 In order to assist with rehabilitation and treatment objectives, reduce sexual harassment and prevent a hostile environment for inmates, staff and volunteers, inmates are not permitted to send, receive or possess sexually explicit material or content that is detrimental to the safe, secure, and orderly operation of the facility as set forth in Department Order #914, Inmate Mail.
  - 4.4.4.1 Prohibited publications or messages include, but are not limited, to those identified in Department Order #914, Inmate Mail.
- 4.4.5 The complex level Publication Review staff shall review and process all electronic messages and publications in accordance with Department Order #914, Inmate Mail.
- 4.4.6 The Office of Publication Review shall process appeals, in accordance with Department Order #914, Inmate Mail.

## **5.0 STAFF COMMUNICATIONS VIA TABLET**

- 5.1 In instances where an inmate may not be issued a tablet or his/her current custody status prevents issuance, all written communications shall occur utilizing existing paper formats as outlined by Department Orders and written instruction.
- 5.2 Inmates may initiate communication by topic via the tablet system. Communication is limited to area of responsibility only (i.e., Mail and Property or Food Service). Inmates are not permitted to message staff directly.
  - 5.2.1 The communication module may be utilized to send/receive secure confidential Health Needs Requests (HNR). Access to the HNR communications shall be limited to the Medical Services personnel. Medical Services staff shall:
    - 5.2.1.1 Process the HNR in accordance with Department Order #1101, Inmate Access to Health Care.

- 5.2.1.2 Login to the facility portal located at <https://facility.jpay.com>, at a minimum, once during each nursing shift to retrieve HNR's for their assigned area.
  - 5.2.1.3 Attach a copy of the communication history to the electronic medical records for each HNR received.
- 5.3 Designated staff members shall, at a minimum, login to their facility portal and check for new messages twice daily. Staff shall either address the written communication directly or forward the communication to the appropriate department or area.
- 5.4 Staff shall respond to all communications from inmates within 20 calendar days of the inmate posting the message.
  - 5.4.1 In event an inmate is relocated to an area that does not have tablet availability, the response shall be completed electronically via the facility portal, printed and forwarded to the inmate.
  - 5.4.2 In the event a communication initiates in paper form, all related follow-up communication shall remain in paper form until the issue is closed.
- 5.5 Inmates and staff shall utilize the procedures outlined in Department Order #802, Inmate Grievance Procedures until the final tablet module is deployed.

## 6.0 VIDEO VISITATION

- 6.1 Video visitation shall be permitted for inmates through use of an approved video visitation kiosk. Visitation kiosks are permitted in visitation areas only.
  - 6.1.1 Visitation blocks are limited to 30 minutes.
  - 6.1.2 Inmates and visitors shall conduct themselves in accordance with the rules of conduct as outlined in Attachment B, Video Visitation Guidelines.
  - 6.1.3 Video visitation may be terminated at any time when a violation of the Video Visitation Guidelines occurs.
- 6.2 Wardens shall establish a secure location for monitoring video visitation.
  - 6.2.1 Video visitation may be monitored from any prison location, which includes other units/institutions that are different from where the inmate is housed.
- 6.3 Wardens and Deputy Wardens may alter normal visitation availability to accommodate video visitation periods.
- 6.4 Video Visitation Approval
  - 6.4.1 Visitors must be approved through the visitation application process outlined in Department Order #911, Inmate Visitation.
  - 6.4.2 Approved visitors shall schedule visitation periods through the tablet system customer portal.

## 6.5 Visitor Identification

6.5.1 Adult visitors shall provide photographic identification at the time of video visitation that shall include but is not limited to:

6.5.1.1 Military Identification Card

6.5.1.2 Passport

6.5.1.3 Valid state driver's license

6.5.1.4 Official photographic identification cards originating from any U.S. state or federal agency, including government employee identification cards and Immigration and Custom Enforcement Agency (ICE) documentation cards - The Department shall not accept consular identification cards issued by a foreign government as a valid form of identification, pursuant to Arizona Revised Statute (A.R.S.) §41-5001.

6.5.2 Staff who are monitoring video visitation shall ensure the connected party on the visitation instance matches the submitted identification. If the identification does not match, the video visitation instance shall be ended.

## **ATTACHMENTS**

Attachment A - Earned Incentives Program Tablet Permissions

Attachment B - Video Visitation Guidelines

Attachment C - Pricing and Subscriptions

## **AUTHORITY**

A.R.S. §41-5001, Valid Identification, Consular Identification Cards; Prohibition



## **ATTACHMENT A**

### **EARNED INCENTIVE PROGRAM TABLET PERMISSIONS**

#### **ALL FACILITIES/CUSTODY LEVELS**

<b>Custody Management</b>	<b>Phase I</b>	<b>Phase II</b>	<b>Phase III</b>
Low, Minimum, Medium, High Condemned Row, High, Max, Condemned Row Max	<ul style="list-style-type: none"> <li>• Basic Services<sup>1</sup></li> <li>• Secure Mail<sup>5/6</sup></li> <li>• E-book</li> <li>• Media/Music (Access to purchased content only)<sup>4</sup></li> <li>• Games (Access to purchased content only)<sup>4</sup></li> <li>• News Feeds</li> <li>• AM FM Radio</li> </ul>	<ul style="list-style-type: none"> <li>• Basic Services<sup>1</sup></li> <li>• Secure Mail<sup>5/6</sup></li> <li>• Video gram</li> <li>• Media/Music Purchase</li> <li>• Games/Purchase</li> <li>• EBooks</li> <li>• News Feeds</li> <li>• AM FM Radio</li> </ul>	<ul style="list-style-type: none"> <li>• Basic Services<sup>1</sup></li> <li>• Secure Mail<sup>5/6</sup></li> <li>• Video gram</li> <li>• Media/Music Purchase</li> <li>• Movie Rental</li> <li>• Video Visitation<sup>2/3</sup></li> <li>• Games/Purchase</li> <li>• EBooks</li> <li>• News Feeds</li> <li>• AM FM Radio</li> <li>• Video Visitation</li> </ul>

<b>Custody Management</b>	<b>Phase/Step I</b>	<b>Phase/Step II</b>	<b>Phase/Step III</b>
Restrictive Housing/Enhanced/High Management (A73, A51, and A71)	<ul style="list-style-type: none"> <li>• No Tablet Issued</li> </ul>	<ul style="list-style-type: none"> <li>• Basic Services<sup>1</sup></li> <li>• Secure Mail<sup>5/6</sup></li> <li>• E-book</li> <li>• Media/Music (Access to purchased content only)<sup>4</sup></li> <li>• Games (Access to purchased content only)<sup>4</sup></li> <li>• News Feeds</li> <li>• AM FM Radio</li> </ul>	<ul style="list-style-type: none"> <li>• Basic Services<sup>1</sup></li> <li>• Secure Mail<sup>5/6</sup></li> <li>• Video gram</li> <li>• Media/Music Purchase</li> <li>• Games/Purchase</li> <li>• EBooks</li> <li>• News Feeds</li> <li>• AM FM Radio</li> </ul>

<sup>1</sup> Basic Services include access to commissary ordering, pre-installed games, communications portal (inmate letter/grievance module), Lantern LMS (Department specific programming), Kahn Academy, include eBook content, legal access, job view, and inmate banking inquiry. Access to download additional content such as music or movie material is unavailable while the tablet is in basic services mode.

<sup>2</sup> Video visitation, video gram, and photo attachment require tablet insertion into a kiosk.

<sup>3</sup> Video visitation is based on availability and conducted in visitation. An active JPAY account is required for video visitation. All persons wishing to participate in video visitation must be approved visitor status. Phone call only visits are not eligible for video visitation.

<sup>4</sup>Only content previously purchased and downloaded. New purchases are not authorized in Phase 1.

<sup>5</sup>Email correspondence is unlimited and may be sent/received only through secure JPAY services. Email includes E-Cards and Snap n Send. All email remains subject to review.

<sup>6</sup>Minors shall only be permitted to send/receive email from approved visitors only.

## **ATTACHMENT B**

### **VIDEO VISITATION GUIDELINES**

The following information is intended to serve as a guideline to assist you when participating in a video visitation session with an inmate and is not all-inclusive. Complete rules and regulations are listed in Arizona Department of Corrections, Rehabilitation and Reentry, Department Order #911, Inmate Visitation, which may be accessed through the Department's Website at <https://corrections.az.gov/> or in the Public Access Manual available in the Complex Administration area, Monday through Friday (holidays excluded), from 7:30 a.m. to 5:00 p.m. Additionally, excerpts of the Department Order are posted at the complex entrance and in the Unit Visitation Areas.

### **GENERAL INFORMATION**

Visitors must present photo identification (ID) upon initiating the video visit. Acceptable forms of ID are: a valid driver's license, a military identification card, a passport, an official photo identification card of any U.S. state or federal agency, or Immigration and Naturalization documentation. Minors turning 18 will be required to apply for visitation privileges, and pay the one-time, \$25.00 background check fee. The Department shall not accept a consular identification card that is issued by a foreign government as a valid form of identification, pursuant to A.R.S. §41-5001.

### **DRESS CODE**

- All clothing shall be clean, worn in good repair, non-offensive, and within the bounds of common decency.
- Skirts and dresses shall be knee-length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.
- Shorts shall be knee-length, when standing. Jogging shorts, cut-offs or hip huggers are prohibited.
- Sheer, see-through and/or open-netted clothing is prohibited.
- Sleeveless tops/shirts or dresses; tank, tube, and halter tops; tops that are strapless; tops that allow display of bare midriff; mesh clothing; body suits; "muscle" shirts; and swimsuits are prohibited.
- Tops of clothing shall be no lower than the person's collarbone in the front and back. Undergarments shall be worn at all times.

### **CONDUCT DURING VIDEO VISITATION**

- Conduct by visitors and inmates shall be quiet, orderly and respectful of others; unruly behavior and the use of profanity are prohibited.
- Visitors and inmates shall remain in an upright position at all times.
- Visitation shall be limited to the identified and approved persons only.

The Department recognizes the importance of and encourages maintaining relationships while a person is incarcerated. We ask for and expect your full cooperation in following the above-established video visitation rules in order that visitation is a positive and pleasant experience for all concerned.

### **ENJOY YOUR VIDEO VISIT**

## **ATTACHMENT C**

### **PRICING AND SUBSCRIPTIONS**

<b>Electronic Messaging (All Tablet Models)</b>	
Written Electronic Message	\$ 0.25
Written Electronic Message with Photo Attachment	\$ 0.50
Written Electronic Message with Video Attachment	\$ 1.00

<b>Downloads for Purchase (All Tablet Models)</b>	
Music	\$ 0.99 - \$1.99
Games	\$ 4.59
Ebook	\$ 0.99
Movies	\$ 4.99
FM Radio	Free
TV Audio	Free
Podcasts	Free
Translation Services	Free

<b>*Subscriptions Model (Available JP6 Tablet Only)</b>			
	<b>Thirty-Day Subscriptions</b>	<b>Fourteen-Day Subscriptions</b>	<b>Seven-Day Subscriptions</b>
Music	\$ 19.99	\$ 9.99	\$ 4.99
Games	\$ 9.99	\$ 4.99	\$ 2.49
Ebook	\$ 4.99	\$ 2.49	\$ 1.75
Movies	\$ 19.99	\$ 9.99	\$ 4.99
FM Radio	Free	Free	Free
TV Audio	Free	Free	Free
Podcasts	Free	Free	Free
Translation Services	Free	Free	Free

\*Subscription model pricing not available until the Tablet JP6 model becomes available. A date for the JP6 release is not available.